

# Arizona Tribal Gaming Regulators Alliance (ATGRA) Training Classes

As of October 2, 2008

Training classes will resume in Spring 2009. The class schedule will be posted as soon as the dates and locations are confirmed.

Course Name	Date	Location

## Description of All Courses Offered

### **IGT-MT325 Gaming Agent Training** (4 days)

This intensive course will give you a better understanding of slot machine operations. Through lecture, discussion, and hands-on practice, you will learn about the machine hardware and firmware, security features, program summary reports, pay tables and problem resolution.

### **IGS-Internal and External Theft and Investigations** (2 days)

In this class for Security, Surveillance and Gaming Commission/Agents are covered the current scams occurring in the gaming industry. This class will include how to detect, investigate and prevent each scam. After attending this class you will understand the importance of deterrence, investigation, proper camera angle, and identifying employee bad habits that lead to theft.

### **ATGRA-New Agent Training Academy** (5 days)

This is an extensive, hands-on, five-day course specifically designed for Gaming Agents. It is intended to give a better understanding to new casino floor agents about the multiple expectations of their job. Topics covered are: Introduction to Gaming; the Arizona Gaming Compact; Indian Gaming Regulatory Act; Tribal Sovereignty; Problem Gambler; State excluded bans; Gaming Law (prosecution, criminal, arrest, and detention); Introduction to casino operations; licensing process; Auditing; Inspection and Compliance; Ethics; Professionalism; Code of Conduct; Sexual Harassment; Cheats and Scams; Investigations and Interviewing; Report Writing; Introduction to Table Games; Slot Operations; Surveillance; and Minimum Internal Control Standards. Students can expect homework two nights. The Academy includes a final exam and certification for those successfully completing the program.